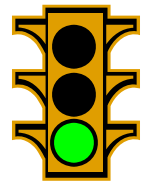




# MEMBER SERVICES DIVISION DASHBOARD

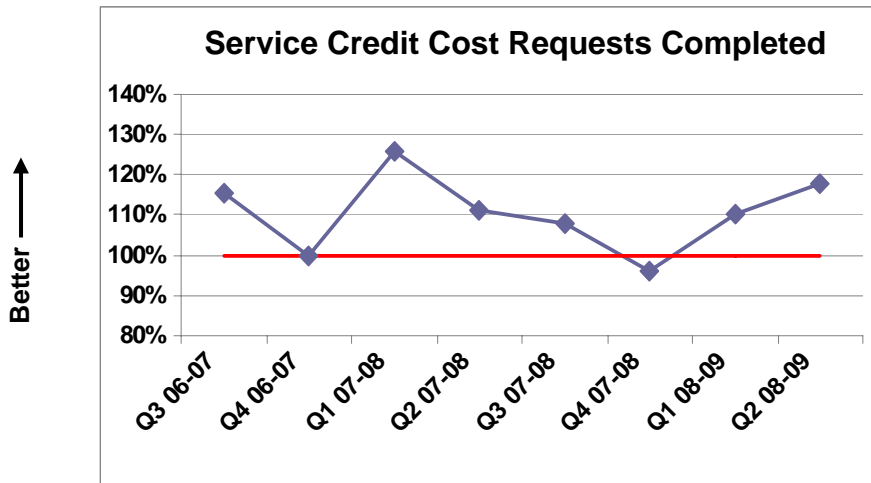


## STRATEGIC GOALS

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

## MEASURE:

*Percent of service credit cost requests completed, compared to the number received.*



**Target:** 100%

Year	Q1	Q2	Q3	Q4
2008-09	110%	118%		
2007-08	126%	111%	108%	96%
2006-07	106%	95%	115%	100%

**INITIATIVES:** *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"><li>Continue to monitor and meet with staff on a weekly basis to address concerns.</li><li>Continue filling Service Costing positions immediately upon vacancy.</li><li>Continue functional training of Service Credit Costing staff.</li></ul>	<ul style="list-style-type: none"><li>Resource needs are re-evaluated and re-directed at the 3<sup>rd</sup> week of each month by each unit manager.</li></ul>

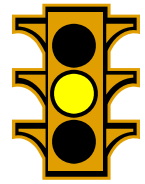
## COMMENTS:

- Currently this metric is on target. The number of service credit cost requests completed in a quarter can exceed 100% of the number received. This occurs because one request can generate multiple service credit cost packages which are counted separately as production.

2nd Quarter 2008-09

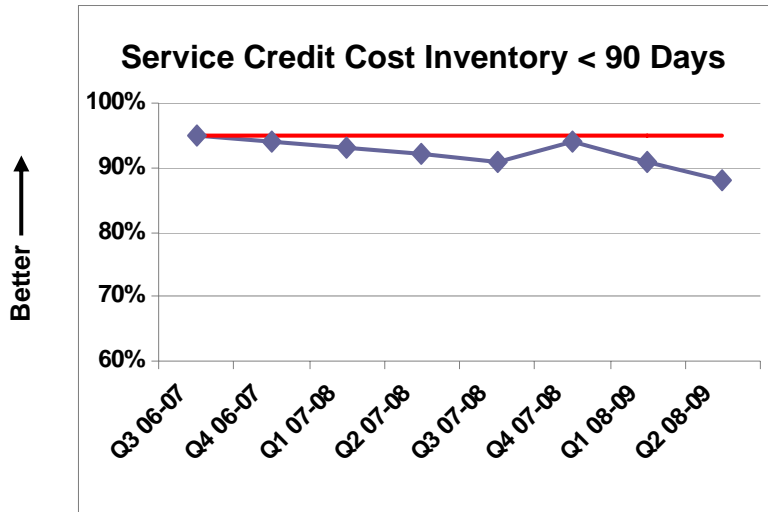


# MEMBER SERVICES DIVISION DASHBOARD



## STRATEGIC GOALS

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*



## MEASURE:

*Percent of service credit cost requests completed within 90 days of receipt.*

**Target: 95%**

Year	Q1	Q2	Q3	Q4
2008-09	91%	88%		
2007-08	93%	92%	91%	94%
2006-07	94%	89%	95%	94%

## INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"><li>Research and review inventory constraint cases that are over 90 days to assess action needed.</li><li>Continue functional training of Service Credit Costing staff.</li><li>Continue to monitor and meet with staff on a weekly basis to address concerns.</li></ul>	<ul style="list-style-type: none"><li>By 03/31/09 review and take action on 100 older than 90 day constraint cases.</li><li>By 06/30/09 review and take action on 100 older than 90 day constraint cases.</li></ul>

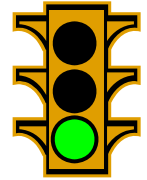
## COMMENTS:

- 100% completion rate cannot be attained due to items that are constrained for such reasons as missing employer payroll data, reviews by other divisions, pending legal decisions, etc.
- Most Present Value cost requests are constrained for 60 days due to staff waiting for the current month payroll to post.
- There was a reduction in the total cost requests inventory. However, the percentage of constraint cases increased from 9% to 12% of the inventory. The constrained cases represent cases that cannot be worked because we are waiting on information required to process the requests.

2nd Quarter 2008-09



# MEMBER SERVICES DIVISION DASHBOARD

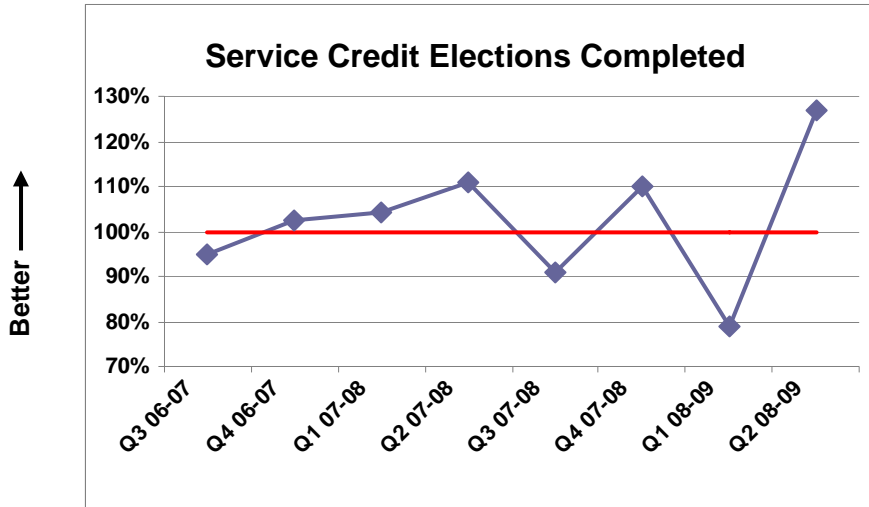


## STRATEGIC GOALS

**VI.** Administer pension benefit services in a customer oriented and cost effective manner.

## MEASURE:

Percent of service credit elections completed, compared to the number received.



**Target:** 100%

Year	Q1	Q2	Q3	Q4
2008-09	79%	127%		
2007-08	104%	111%	91%	110%
2006-07	90%	129%	95%	102%

**INITIATIVES:** *Improve Customer Service*

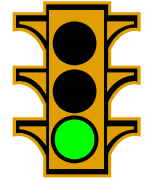
Initiatives	Milestones
<ul style="list-style-type: none"><li>Continue to monitor and meet with staff on a weekly basis to address concerns.</li><li>Continue filling Service Credit Election positions immediately upon vacancy.</li><li>Continue functional training of Service Credit Election staff.</li></ul>	<ul style="list-style-type: none"><li>Resource needs are re-evaluated and re-directed at the 3<sup>rd</sup> week of each month by each unit manager.</li></ul>

## COMMENTS:

- Currently this metric is on target. The number of service credit election requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include requests received during a quarter and requests already in the work inventory.



# MEMBER SERVICES DIVISION DASHBOARD



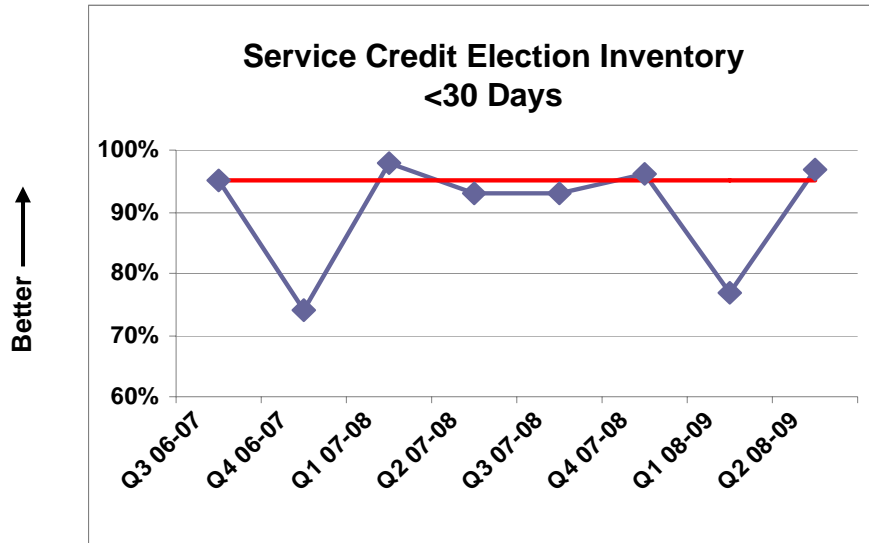
## STRATEGIC GOALS

**VI.** Administer pension benefit services in a customer oriented and cost effective manner.

## MEASURE:

Percent of service credit elections processed within 30 days of receipt.

**Target:** 95%



Year	Q1	Q2	Q3	Q4
2008-09	77%	97%		
2007-08	98%	93%	93%	96%
2006-07	76%	85%	95%	74%

**INITIATIVES:** *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> <li>Continue to monitor and meet with staff on a weekly basis to address concerns.</li> <li>Continue filling Service Credit Election positions immediately upon vacancy.</li> <li>Continue functional training of Service Credit Election staff.</li> </ul>	<ul style="list-style-type: none"> <li>Resource needs are re-evaluated and re-directed at the 3<sup>rd</sup> week of each month by each unit manager.</li> </ul>

## COMMENTS:

- Currently metric is on target. 100% completion rate cannot be attained due to items that are constrained, for such reasons as financial institution delays for pending rollovers, incomplete paperwork submitted by member, pending legal decisions, etc.
- The measure increased from 77% in Q1 of 2008-09 to 97% in Q2 of 2008-09, while the service credit election inventory decreased from 925 to 303 items. Normally, there is a fairly consistent number of constrained items in the inventory at all times; because of our effort to reduce the inventory of items older than 30 days, this number decreased from 210 to 10.